



**DIGITAL
TRANSFORMATION**

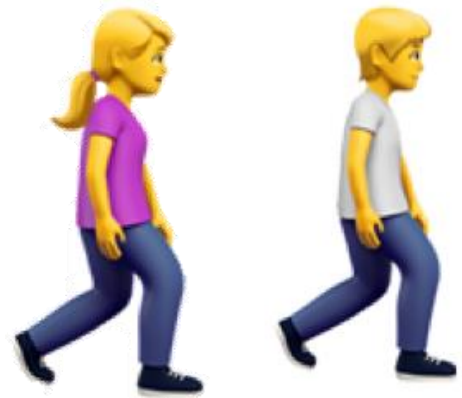
of the **SOCIAL
SPHERE**



UKRAINIAN UNIFIED
INFORMATIONAL SYSTEM
OF SOCIAL SPHERE

THE PATH OF A CITIZEN FOR SOCIAL SUPPORT IN THE PAST

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In person



Only at the
place of
registration

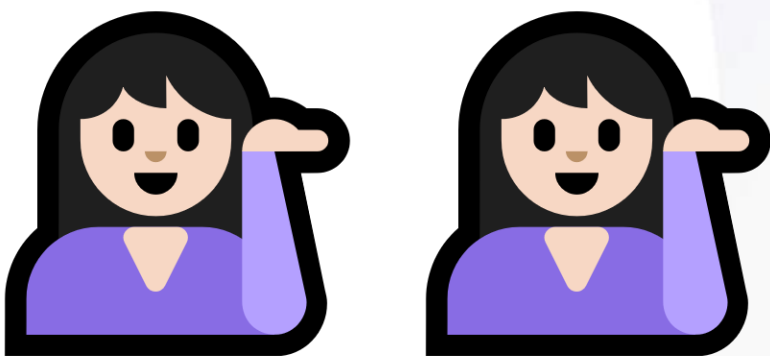


Paperwork,
queues and
bureaucracy

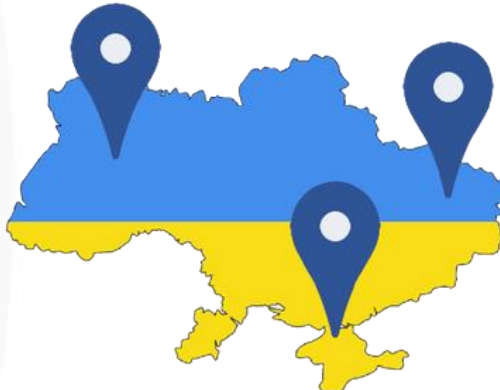


PROVISION OF SOCIAL BENEFITS AND SERVICES WITH A UNIFIED INFORMATION SYSTEM OF THE SOCIAL SPHERE

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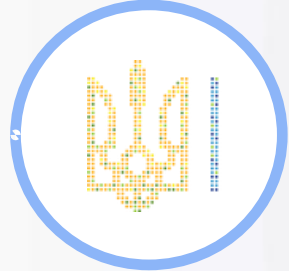
Online or in person



Extraterritorial principle of appeal



App or portal



Social portal



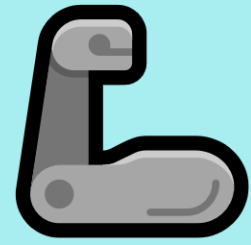
Social protection authorities ASCs (centers of provision of administrative services)



Social service or assistance



UNIFIED INFORMATION SYSTEM OF THE SOCIAL SPHERE IN 2024



FUNCTIONALITY FOR PEOPLE WITH DISABILITIES



ACCOUNTING FOR HUMANITARIAN AID



ANALYTICAL SUBSYSTEM AND DASHBOARDS



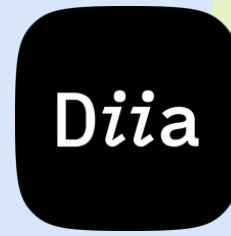
CHILDREN SYSTEM
DITY.GOV.UA



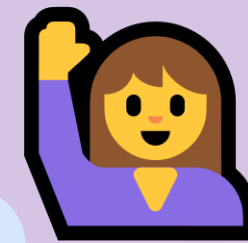
ELECTRONIC CASE MANAGEMENT



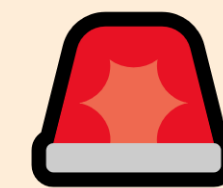
CITIZENS' PROFILE



SERVICES IN DIIA APP



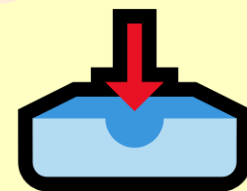
eVolunteering



CYBER SECURITY



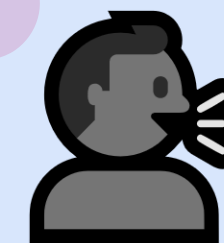
WEB ACCESSIBILITY



AUTOMATION OF DECISION-MAKING



SOCIAL SERVICES PURCHASER

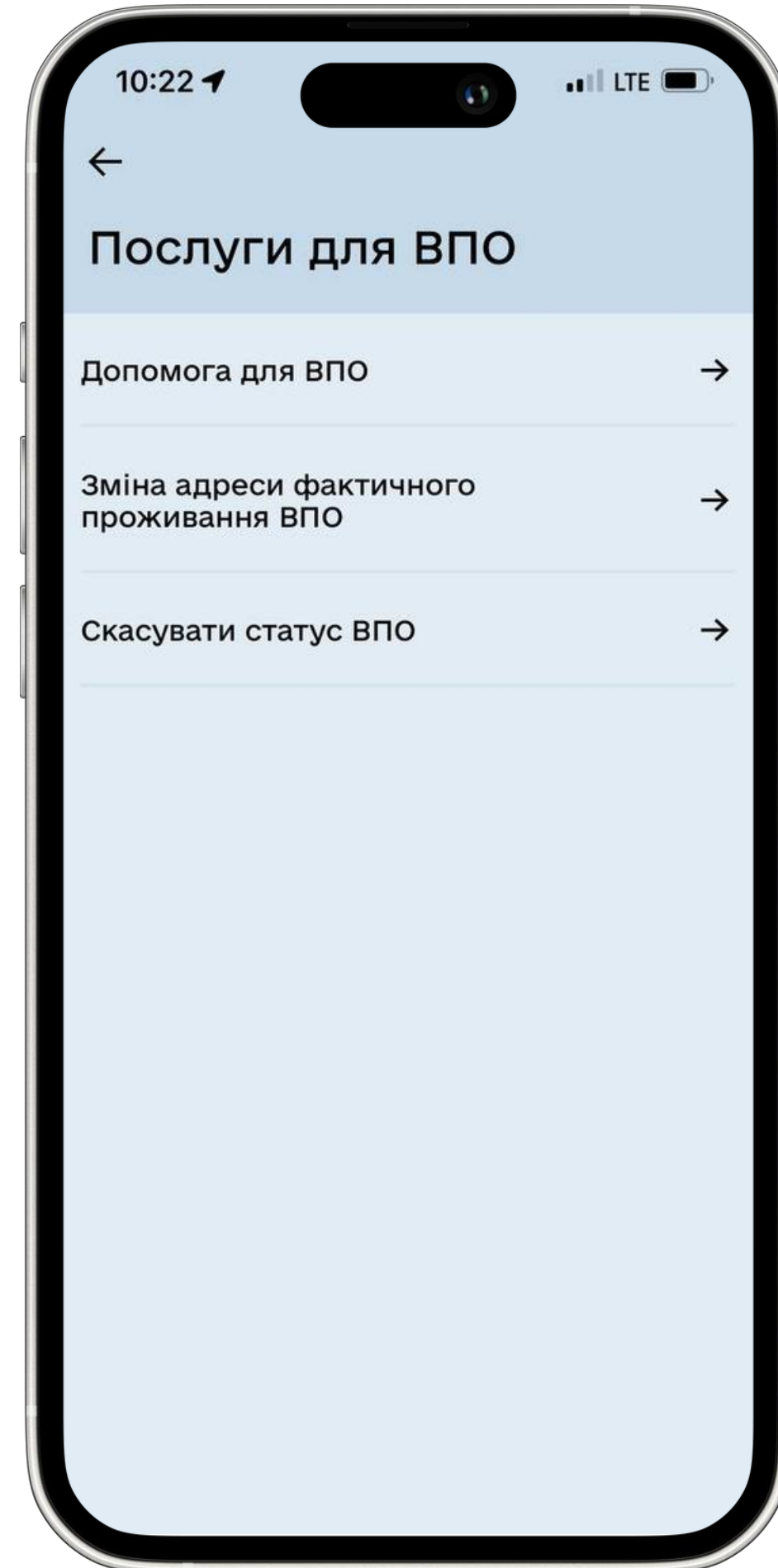


INFORMATION EXCHANGES

Services for internally displaced persons (war refugees)

👉 Humanitarian and financial assistance

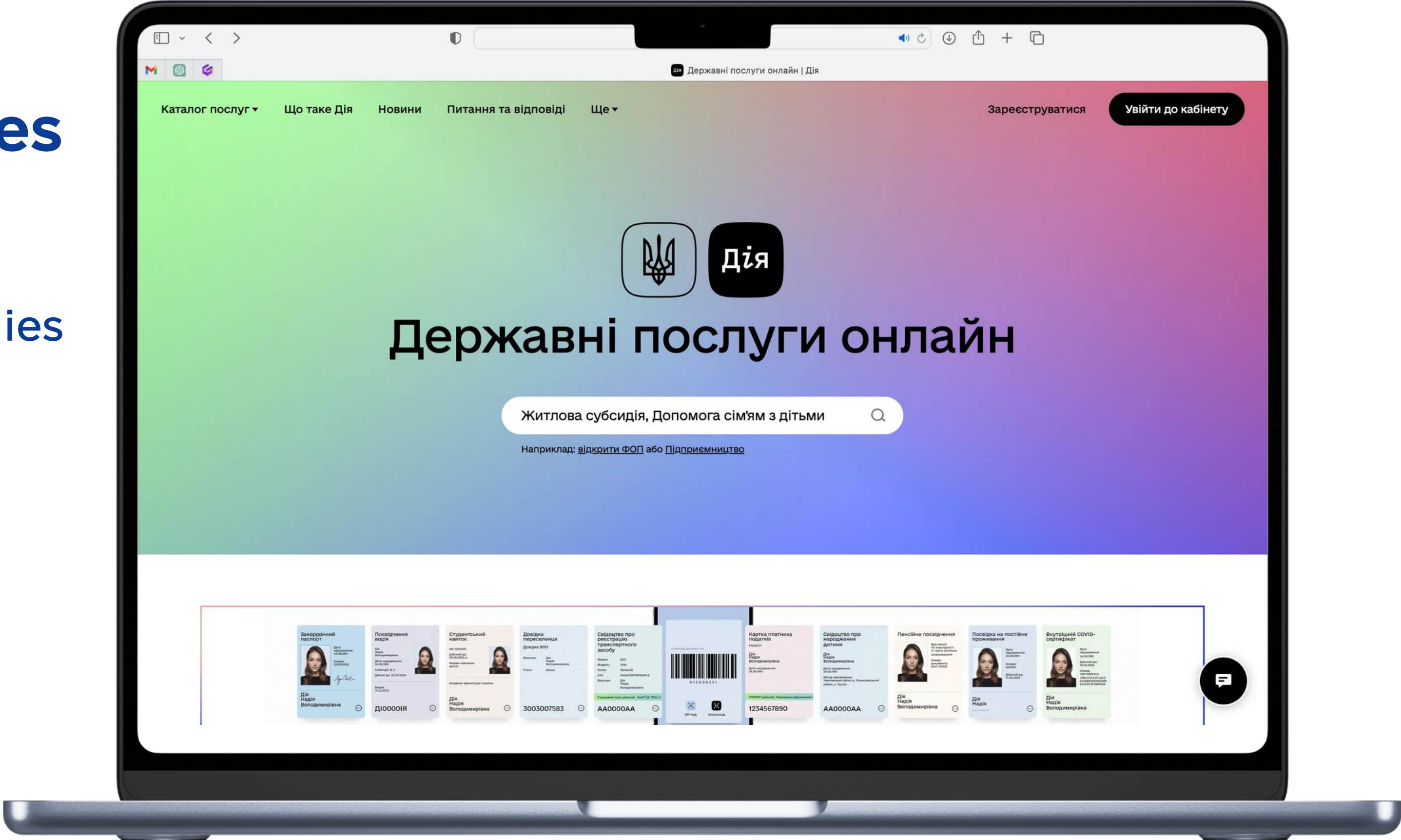
👉 Change of residence online



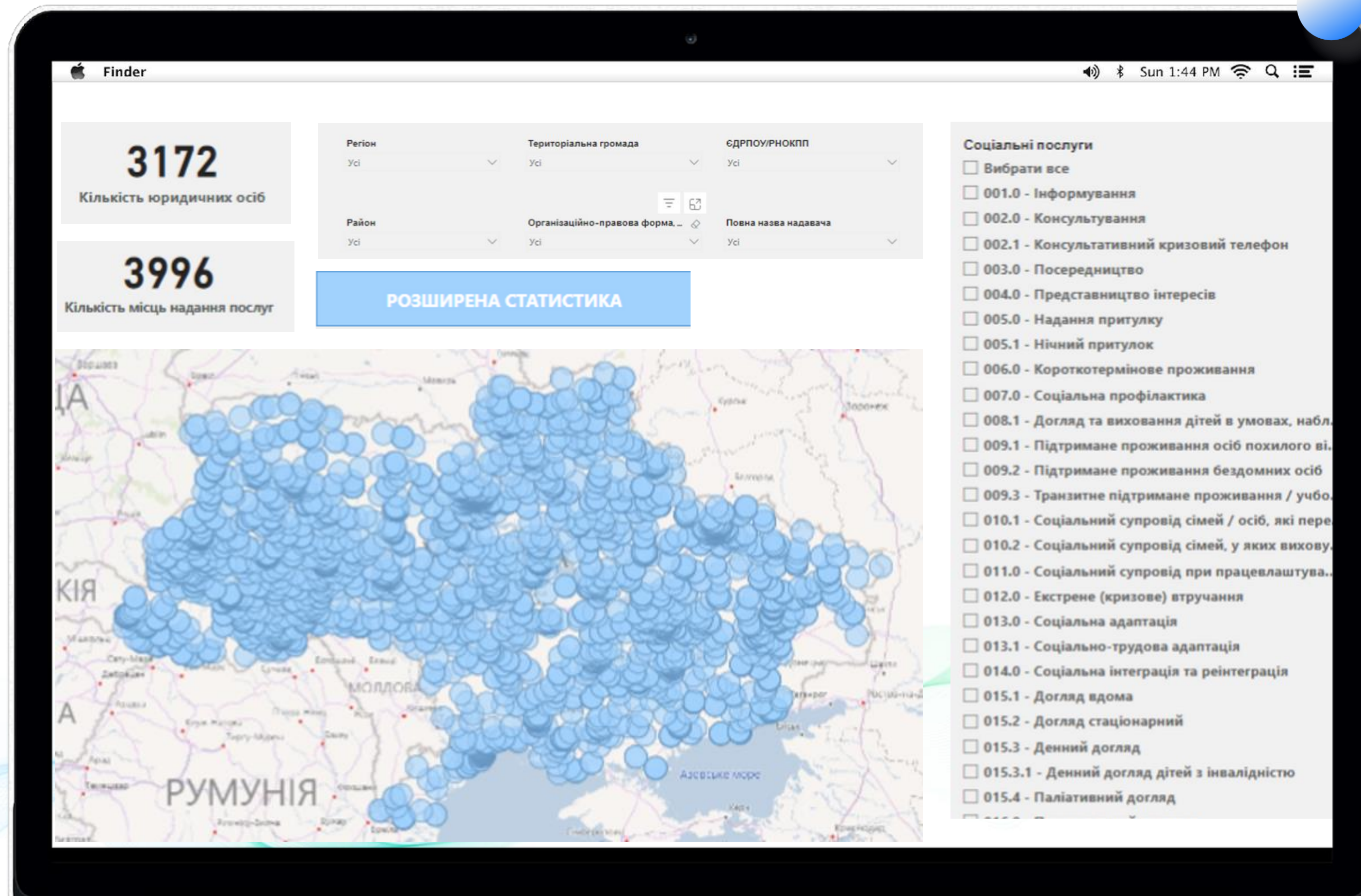
State services online 🇺🇦

👉 Housing subsidies

👉 Assistance to families with children, etc.



DASHBOARD OF SOCIAL SERVICE PROVIDERS



THE FIRST STAGE OF THE UISSS HAS BEEN IMPLEMENTED

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Basic elements of the system have been created



New services have been created



Register of social service providers launched



Data migration and information exchanges are ensured



Payments to IDPs and 6 benefits centralized



Administered by a state-owned enterprise

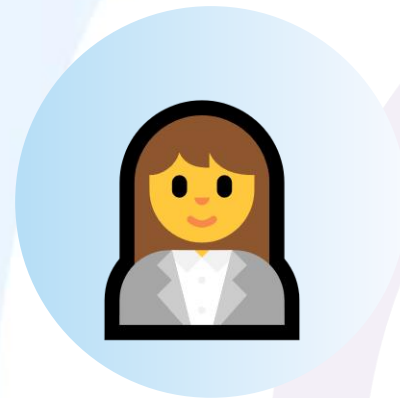


Electronic case management

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Case manager

- Formation of an individual plan
- Preparation of the contract
- Case management
- Calendar of events
- Correspondence



Assessment of the situation

Provision of services, support



Appeal. Application for social services

Notification of a family/person in a temporary accommodation facility

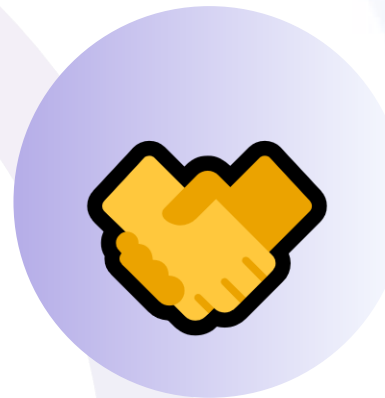
Social protection authority



- Monitoring and reporting

Social service provider

- Appointment of a case manager
- Conclusion of the contract
- Monitoring and reporting



Case detection

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🏆 A LITTLE ABOUT THE VICTORIES

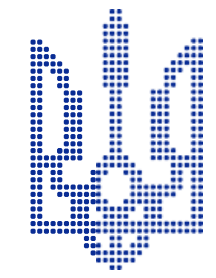


Project "Automation of
IDP PAYMENTS in the
UISSS"

😎 Winning the European Social Service Award in the Digital Transformation category - **the best innovative project in the field of social services in Europe**

😎 The project was included in the list of **Zero Project winners for the digitalization of social benefits** for people with disabilities





MINISTRY OF
SOCIAL POLICY
OF UKRAINE

**THANK YOU FOR STANDING WITH
UKRAINE!**

Olha Dubovyk,
Ministry of Social Policy of Ukraine